COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

July 11, 2016
9:00 – 10:30 a.m.
550 S. Vermont Ave., 10th Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair   Karen Lee, M.D.,/Carol Eisen, M.D., Co-Chairs

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:15	Clinical Quality Improvement ➤ OMD Report	K. Lee M. O'Donnell
III	9:15 – 9:45	Assisted Outpatient Treatment (AOT) Update	M. Tate
IV	9:45 – 9:50	Patients' Rights Office ➤ Grievances	M. Hernandez
V	9:50 – 10:00	Cultural Competency Updates	L. Ximenez
VI	10:00 – 10:05	Policy Update – Office of Compliance	R. Faveau
VII	10:05 – 10:15	SA QI Project – FY 16-17 Non-Clinical PIP – ACCESS Center	N. Kasarabada
VIII	10:15 – 10:30	Provider Directory	V. Joshi
		Announcements:	

Next Meeting
August 8, 2016
9:00 – 10:30 a.m.
550 S. Vermont Ave. 10th Floor Conference Room
Los Angeles, CA 90020

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes

Type of Meeting	Departmental Quality Improvement Council	Date:	July 11, 2016
Place	550 S. Vermont Ave., 10th Floor Conf. Rm.	Start Time:	9:00 a.m.
Chair	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.		
Members Present	Anna Levina; Antonio Banuelos; Bertrand Levesque; Caesar Moreno; Carol Eisen; Christina Kubojiri; David Tavlin; Debi Berzon-Leitelt; Debra Mahoney; Elizabeth Gildemontes; Emilia Ramos; Gassia Ekizian; Helena Ditko; Jamie Walker; Kary To; Kimber Salvaggio; Leticia Ximenez; Lisa Harvey; LyNetta Shonibare; Margaret Faye; Maria Gonzalez; Martin Hernandez; Mary Ann O'Donnell; Mary Camacho Fuentes; Michael Tredinnick; Michele Munde; Michelle Rittel; Misty Aranoff; Monika Johnson; Randolph Faveau; Sanya Smith; Tonia Amos Jones; Vandana Joshi		
Excused/Absent Members	Ann Lee; Aprill Baker; Barbara C. Engleman; Barbara Paradise; Elizabeth Dandino; Greg Tchakmakjian; Karen Lee; Sandra Chang-Ptasinski		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	QIC members attended this meeting.	Dr. Kasarabada
Review of Minutes	The June minutes were reviewed.	Minutes were reviewed and approved as noted.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Clinical Quality Improvement OMD Report	An overview of the Clinical Risk Management (CLRM) QI cycle as presented in the last state review was given, namely how the event report notifies the department of 14 categories of required reporting and how the five- year quarterly trends are presented to Quarterly Clinical Risk Management Committee (QCRMC) per category. Also circulated and discussed was the Charter for the QCRMC which defined the process of Committee recommendations for system improvement such as the Access to Care Policy. Also distributed were revisions to the policy and event reporting form the contract agencies use in order to better align the reporting requirements in two distinct reporting systems, Safety Intelligence (SI), which provides State and Federal Protection from discovery and the mail-in system for contractors which proved protection from discovery from State law. Efforts continue to enable access to reporting to the SI system for Contract agencies.		M. Ann O'Donnell
Assisted Outpatient Treatment (AOT) Update	Mr. Tate presented on Assisted Outpatient Treatment (AOT) (also known as Laura's Law). Laura's Law was initiated following the 2001 killing of Laura Wilcox by an individual suffering from severe mental illness. Mr. Tate provided information on services provided by AOT and who is eligible and how to qualify for AOT. The outline for this presentation included: • Brief history • Who qualifies as a referral party • What services are provided through AOT • Client criteria • Process from referral to petition • Current state of the program (stats, data, outcomes)		M. Tate

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Patients' Right Office (PRO) Grievances	The old Change of Provider Request form is posted on the website attached to the policy. PRO is currently updating the policy to attach the new electronic fillable form.	If you have any questions regarding receiving a copy of the electronic form, please contact Patient's Rights Office.	M. Hernandez
	Mr. Hernandez responded to a question brought up by Mr. Bertrand regarding Notice of Action specifically for Notice of Action - E. Mr. Bertrand raised a question that if the clinic/provider can't provide an appointment during the time frame that is stated in the policy but they can get an appointment somewhere else, do they need to issue an NOA?. Mr. Hernandez clarified that the Access to Care Policy directly states that if the provider is unable to serve a Medi-Cal beneficiary within the time frames identified in Section 4.4, a NOA - E has to be issued.	Mr. Hernandez clarified that per Title 9, if the Mental Health Plan (MHP) fails to meet the timeliness standards, a NOA - E has to be issued. However, since the Access to Care Policy specifies the "Provider" rather than the "MHP" the NOA - E has to be issued when the provider does not meet the timeliness standard. Dr. Kasarabada asked SA QIC Chairs who have further questions to clarify this issue from the Quality Assurance Division.	
Cultural Competency Committee Updates (CCC)	Dr. Ximenez announced that there will be a presentation on different work products from the workgroups at the next meeting. The CC Committee members met with UsCC leadership team to discuss some of their priorities. They are also working closely with WET division on some of their projects.	Next meeting: July 13, 2016 at 1:30 – 3:30 pm., 2nd floor Conference Room., Conference call will be available for those interested.	L. Ximenez
Policy Update – Office of Compliance	Mr. Faveau from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.		R. Faveau

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QI Project – FY 16-17	Dr. Kasarabada stated that after consideration of recent EQRO recommendations and Cultural Competence Plan Requirements (CCPR) that mandate Cultural Competence and Cultural Humility training to all providers, including contract providers, QID is inclined to provide a Cultural Competence training at SA QICs and use pre-post surveys to assess change in knowledge, and skills related to this area. She explained that at least two hours would be needed for this training and for SA QICs to consider having this at a location where two SAs can attend.	SA QIC Chairs & Co-Chairs agreed that this training would be very helpful and assist with meeting CCPRs. They stated that they would explore the idea to combine two SAs for this training and have a common location.	N. Kasarabada
Non-Clinical PIP – ACCESS Center	Dr. Kasarabada stated that the EQRO team approved the Non-Clinical Performance Improvement Project (PIP) for this Fiscal Year (FY) and this would be the implementation of the Quality Assurance Protocol at ACCESS Center to improve the customer service and documentation of calls. These were areas identified in the test calls study over the past few quarters. Dr. Kasarabada requested participation of SA QIC Chairs and Co-Chairs in the PIP meeting conference calls as key stakeholders who would have input based on the test calls study participation.	Dr. Kasarabada will notify SA QIC Chairs & Co-Chairs of conference call information for these meetings once the monthly meeting schedule is confirmed.	N. Kasarabada

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Provider Directory	Dr. Joshi presented the updated Online Provider Directory (PD) that is consistent with the hard copy version. The updated version has a drop down menu for search categories as opposed to tabs in the previous version. This allows for more search categories to be added on the webpage as needed in the future.	The hard copy PDs will be printed in English and Threshold languages and a sample of these will be provided to SA QIC Chairs and Co-Chairs to address the respective needs of their SAs.	V. Joshi
Handouts:	➤ Policy/Procedure Update July 11, 2016		

Respectfully Submitted,

Naga Kasarabada, Ph.D.